



**IMPORTANT SERVICE
INFORMATION FOR:**

- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL

BULLETIN NUMBER:
WB08-X-00J

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GROUP:
MISCELLANEOUS

CV WARRANTY PARTS CENTER/CORPORATE PARTS RETURN SYSTEM ANNOUNCEMENT (POLICIES AND PROCEDURES)

AFFECTED VEHICLES

- All Isuzu Commercial Vehicles
- 2010MY and Prior GMC/Chevrolet W-Series Medium Duty Vehicles
- 2009MY and Prior 7.8L 6HK1 Isuzu Diesel Engines (LG4/LF8)

This bulletin supersedes warranty bulletin WB08-X-001I. This bulletin is being revised to update content. Please discard previous bulletin WB08-X-001I.

This bulletin provides instructions with regard to the Isuzu Commercial Vehicle (CV) Warranty Parts Center on the topics of parts retention, parts preparation for shipping, and administration.

NOTE: Effective June 1, 2021, dealers/service centers must return parts requested by Isuzu to the CV Warranty Parts Center using the prepaid shipping labels provided by Isuzu. See the Freight Reimbursement section for details.

The CV Warranty Parts Center process is used to obtain parts replaced by Isuzu Dealerships and Isuzu Engine Certified Service Centers (excluding Canada) to enable Isuzu to perform root cause analysis of customer product concerns. The CV Warranty Parts Center issues part return requests to the dealerships/service centers to obtain the desired parts. Dealers/service centers must return the requested parts to the CV Warranty Parts Center so that it is received within **20 days** of notification of the request. Failure to comply with the request may result in partial or complete chargeback of the claim associated with the request. Chargebacks for non-returned parts are processed automatically by the CV Warranty Parts Center computer systems. To ensure compliance with these requirements and avoid a chargeback situation, it is highly recommended that an individual (and a back-up person) be assigned the task of processing these requests as quickly as possible.

NOTE: Requested parts received after a chargeback has been initiated (late parts) will not stop or reverse the chargeback process.

INFORMATION

Requests - "Part" or "Repair Order Only"

When a part (with repair order copy) or repair order ONLY is needed, the request will be communicated through the Isuzu Communication System (ICS). The requests will be posted in the "Warranty Parts Return Requests" section. Refer to the sample report provided.

The service manager, parts manager, and warranty administrator at your dealership will also receive a one-time email for each warranty parts return request from Isuzu. Ensure that these individual email addresses are correct by reviewing them in Golsuzu.net. These emails are a courtesy and in no way replace the dealer's responsibility to check ICS for new Warranty Parts Return Requests.

Part Preparation for Shipping

All parts related to a request should be returned together. The area of concern should be clearly marked so that it can be easily identified. Do not ship parts requested in separate parts requests in the same box. If an individual request requires several boxes because of size or other limitations, ensure each box is marked with the claim number and grouped with the other boxes that are part of the claim. **DO NOT SEND MULTIPLE REQUESTS IN THE SAME BOX.** Copies of the “request”, repair order (legible copies of both sides of the hard copy including technician notes/comments) and an Isuzu Warranty Parts tag must be attached to each part sent to the CV Warranty Parts Center. The claim number pertaining to the requested part should be highlighted. Place the folded paperwork in a plastic packing bag with the highlighted claim numbers facing out. The bag containing all paperwork must be securely attached to the appropriate part. This process will assist in processing and crediting the dealership/service center for returning the part in a timely manner.

When possible, the container from the new/replacement part should be used for the return of the failed part. However, all previous shipping labels should be removed or covered prior to re-use. (Leaving a prior shipping label exposed can cause errors in shipping.) Be sure to use **ONLY** boxes without hazardous materials labeling to return **NON** hazmat parts. Parts containing or soaked by fluids, such as oil or fuel, **MUST** be thoroughly drained, wiped clean and placed in an appropriate packing container and securely packaged to prevent leakage or contamination. Transfer all caps and plugs from the new part to the replaced part for shipping. Use only clean dry boxes to return parts. Boxes that have absorbed oil or other fluids should not be used to return parts.

Be sure to package parts in a manner that will prevent them from being damaged during shipping. Bubble wrap or other protective packing material may be needed. It is important that parts arrive in the same condition they were in when they were removed from the vehicles.

Parts Retention and Requests

The Service Policy and Procedure Manual (SP&P) states all warranty parts are to be turned into your dealership's parts department by technicians for tagging, retention and/or return. This includes all parts with core charge as well as all parts for repairs performed by a sublet shop. Retain for inspection all warranty parts for a minimum of **30 days** from the **FINAL claim payment** notification or until an Isuzu representative authorizes their scrapping, whichever occurs first. Parts (excluding parts with core charge) not requested within the **30-day** retention period, or scrapped per the authorization of an Isuzu representative, **MUST BE DESTROYED AND SCRAPPED BY THE DEALER/SERVICE CENTER.** Parts with core charge not requested within the **30-day** retention period should be returned for core credit as outlined in the Dealer Parts Policies and Procedures Manual. Under no circumstances are warranty parts that have been replaced due to failure to be installed on any vehicle sold retail or as salvage, or used in any other application.

IMPORTANT: Do not return parts to the core consolidator until after the 30-day retention period has expired.

Daily, or after the claim is paid, the dealer/service center should check the Warranty Parts Return Request screen in ICS for “parts” or “repair order ONLY” requests. This screen will identify the paid claims with open requests. From this screen the request details (packing list) can be viewed and printed. A copy of this claim detail (packing list) must be returned with the requested parts. Sample images are provided below. All CV Warranty Parts Return requests take priority over returning cores to the Core Return Center. If the part return system did **NOT** request the part, then per the Isuzu SP&P manual, parts with core charges should be returned to the appropriate core return center, and parts without core charges should be scrapped locally.

IMPORTANT: Do NOT return parts to Isuzu that were not requested. Unsolicited and/or non-Isuzu parts returned to the Isuzu CV Warranty Parts Return Center will become the property of Isuzu Commercial Truck of America and may be scrapped.

Requested parts should be received by the Warranty Parts Center no later than 20 days from the date requested. The number of days the warranty parts request has been open is displayed on the far right column of the "Warranty Parts Return Requests" section of ICS. Parts must be shipped using the prepaid labels available in ICS. Other delivery methods will not be reimbursed by Isuzu.

Parts Waiver Request

On those rare occasions when a requested part is not available for return, a Parts Waiver Request Form must be completed and sent to your dealer's DSPM immediately.

The Parts Waiver Request Form can be found on Golsuzu.net in a "fillable" PDF format. To access this form, perform the following:

- Go to www.goisuzu.net and log in.
- Click on the "MENU" button in the upper left hand corner of the Golsuzu.net main page.
- Click on "Service".
- Click on "Literature and Forms".
- Click on the "Warranty Parts Waiver Form" PDF icon.
- Click on "Download" next to the PDF Icon above the Parts Waiver Request Form in order to download the "fillable" PDF.

Complete the Parts Waiver Request Form, save it on your computer, and send it to your DSPM as an email attachment. Your DSPM will then send it to the CV Warranty Parts Return Center.

Forms must be completed, signed by your DSPM or other authorized Isuzu representative and post-marked within 20 days of the part requested date. ***Waiver requests sent after 20 days will not be considered.***

Please note that not all explanations will prevent a chargeback.

Repair Order Only Requests

If a "Repair Order Only" request is received, return legible copies of the R.O., including technician comments, directly to the requester using the mailing address provided on the CV Warranty Parts Center request. DO NOT RETURN PARTS on this type of request. *When returning "Repair Order Only" requests, only use REGULAR 1st Class Postal Service mail.* Do not use Registered, Certified or Insured mail of any type.

Core Reimbursement

Core credits for warranty engines and transmissions requested by the Isuzu Quality Center (IQC) or Technical Assistance Line (TAL) will be processed automatically once the core has been received. No action is required by the Dealership. Other core charges for parts requested by the CV Warranty Parts Return Center may be claimed against the original warranty claim with an Add Credit claim once the warranty parts request status is "Received". When an engine or transmission is collected by the IQC or TAL, upon receipt of the core, the core credit will be issued automatically back to the dealer. Do NOT attempt to add core value for an engine or transmission to a warranty claim.

Freight Reimbursement

Prepaid shipping for warranty part return requests is now available in ICS. This function will allow dealers to more easily return any requested part to the Isuzu CV Warranty parts center at no cost to the dealer.

For packages under 150 pounds the system will generate Federal Express prepaid labels. Follow the information provided in this bulletin to learn where to find and how to use the prepaid shipping function. **Dealer MUST use these options when returning requested warranty parts to ISUZU.**

Dealers/service centers will not be reimbursed for freight under 150 pounds. Isuzu provides prepaid shipping labels for all warranty parts returns under 150 pounds at no cost to the dealer. Make sure the follow the steps provided in this bulletin to print out the prepaid shipping labels to return requested warranty parts to Isuzu.

For freight over 150 lbs. and certain oversized items, use a third-party shipping company of your choice. Dealers may submit for freight reimbursement at the same time they create a claim to submit for their labor hour reimbursement.

NOTE: Effective May 5, 2023, dealers/service centers may only submit for part return labor reimbursement after the request has been updated to “accepted” status and only using the “Create Admin Claim” action in the Warranty Parts Return Request screen.

Labor Hours

Dealers may submit a labor only claim for their administrative time once the part has been received by the WPC and the status has changed to “Accepted”. To submit the claim, dealers must click on “Create Action” button and then choose “Create Admin Claim”. This action will create a pre-populated Z7200 claim. Simply enter your admin labor hours (0.1-0.3) and click on the “Submit” button.

All related documentation, including a copy of the CV Warranty Parts Center return request, must be retained for future reference in accordance with the Isuzu SP&P manual.

Important Isuzu CV Warranty Parts Center Information to Remember	
Request Communication	ICS Warranty “Warranty Parts Return Request”
Isuzu Warranty Parts Tag (part no.)	2-90184-220-0
CV Warranty Parts Center Shipping Address	
Ship all parts to:	
<p>CV Warranty Parts Center 1600 S. Claudina Way Anaheim, CA. 92805 TEL: 657-295-4011 FAX: 657-295-4061</p>	

[Index View of the WPR Request Screen](#)

Request Status	Claim Num	Program	RO Num	VIN	Labor Op	Recd Date	Status	Days Open
Select Action	001001465731	2023MY NDIESEL PARTS	118751C	6P7K02333	L3070	Aug 18, 2023	Open	20
Select Action	001001215432	2019MY NGAS PARTS	195443	3KS803229	J5490	Aug 2, 2023	Open	17
Select Action	001001455145	2023MY NDIESEL PARTS	118349C	6P7301218	L4060	Jul 15, 2023	Accepted	

1. Select an Action for a specific claim
 - Packing Slip or
 - Generate label
2. Request Search Function (by status, by date)
3. Possible Statuses:
 - a. **Open (Red)** – New request
 - b. Open (Black) - Open request viewed at least one time by dealer
 - c. Label Generated (Blue) – Open request viewed at least one time by dealer
 - d. In Transit – Carrier has picked up the package
 - e. Delivered – Carrier has delivered the package to the CV WPC
 - f. **Prtl Rcpt** – Fewer than 100% of the requested parts were received by the CV WPC
 - g. Accepted - 100% of all requested parts were received by the CV WPC
 - h. Chgd Bck – CV WPC did not receive the requested part within the policy guideline
 - i. Cancel – Isuzu canceled this part request
 - j. **Yellow Highlight** – request is 15 – 20 days old
 - k. **Red Highlight** – request is over 20 days old
 - l. **Blue Text and Underlined** – links to shipping information
 - m. **Completed** – Part has been returned and dealer reimbursed, no further action needed.

NOTE: When using a third-party shipping company, the claim status will remain “Open” until the part has been received by Isuzu. At that point, the claim status will change to “Accepted.”

ICS Warranty Parts Return Request Process

ICS Main Menu:

1. Click on “Warranty Part Rtrn Req.” and locate the desired claim.

The screenshot shows the ICS Service interface. The left sidebar contains a menu with 'Warranty Part Rtrn Req.' highlighted. The main content area displays a table of warranty parts return requests. The table has columns for Claim Num, Program, RO Num, VIN, Labor_Op, Ret Date, Rcvd Date, Status, and Days Open. Three rows are visible, each with a 'Select Action' button. An arrow points to the 'Select Action' button for the first claim (001001001001).

Claim Num	Program	RO Num	VIN	Labor_Op	Ret Date	Rcvd Date	Status	Days Open
001001001001	2023MY NDIESEL PARTS	751C751C	6P7K6P7K0	L3070	Aug 16, 2023		Open	20
001001001001	2019MY NGAS PARTS	195443	3K58K580	J5490	Aug 2, 2023		Open	17
001001001001	2023MY NDIESEL PARTS	349C349C	0P730P730	L4060	Jul 15, 2023	Jul 21, 2023	Accepted	

2. Click on “Select Action” then click on “Create Admin Claim”. This list will provide the warranty part(s) that need to be returned to Isuzu.

This close-up screenshot shows the 'View Warranty Parts Return Requests' screen. It displays three rows, each with a 'Select Action' button and a 'Create Admin Claim' link. An arrow points to the 'Create Admin Claim' link for the third row (claim number 001001455145).

Claim Num
001001465731
001001001001
001001455145

3. Print this preliminary version of the Packing List to use as a “pick list” to retrieve the requested parts for the claim. This will also be the packing list if using a third-party shipping company.

NOTE: A final version of the Packing List will need to be printed after the shipping label has been generated. Only this final version will contain the important shipping information that must be included with the parts being returned.



Packing List

Please use the button below to print the packing list.
Please enclose a copy of the packing list with each box which is being shipped.

[Print Packing List](#) [Close Window](#)

Dealer: 00000 BEAR ISUZU TRUCKS
 Ship To: ISUZU COMMERCIAL TRUCK
 ATTN: WARRANTY PARTS RETURN CENTER
 1600 S CLAUDINA WAY
 ANAHEIM, CA 92805

VIN: JALE5W160NE5W160
 Claim: 1001410014

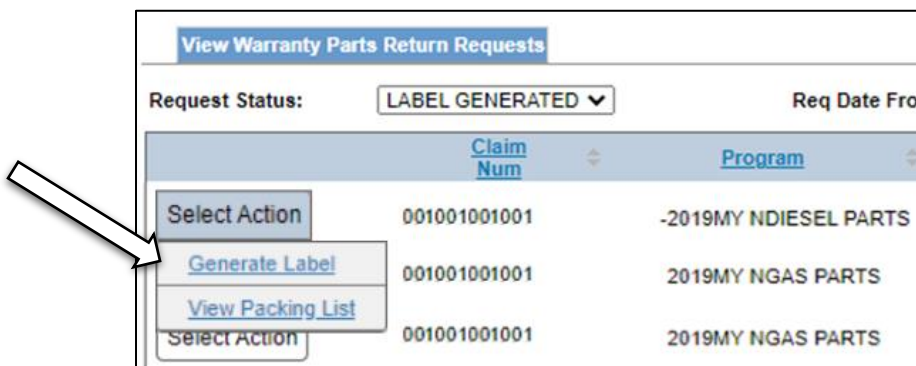
 

Odometer: 11370
 Labor Op: L4030
 Trouble Code: 01
 Program: 2022MY NDIESEL PARTS
 RO: 118624A
 R.O. Open Date: Jul 25, 2023
 R.O. Close Date: Aug 15, 2023

Ln	Description	Part Number	Req Qty	Rcpt Date	Rcvd Qty	Rmng Qty
1	FILTER KIT, PUMP	8983507161	1	Aug 28, 2023	1	0
2	SENSOR; DEF DCM EXH NOX	8975086370	1	Aug 28, 2023	1	0

Fluids must be drained from all parts which are being returned.

- Retrieve and properly package the parts, but do not seal the box(es) yet. If multiple boxes are necessary to return a single request, make sure to note the contents of each box. This detail will be needed when generating the shipping label and final packing list.
- Click on "Select Action" then click on "Generate Label". (Skip this step if using a third-party shipping company.)



View Warranty Parts Return Requests

Request Status: LABEL GENERATED Req Date From

	Claim Num	Program
Select Action	001001001001	-2019MY NDIESEL PARTS
Generate Label	001001001001	2019MY NGAS PARTS
View Packing List	001001001001	2019MY NGAS PARTS
Select Action	001001001001	2019MY NGAS PARTS

- Select "FEDEX GROUND" in the "Shipment Method" section for packages under 150lbs. Follow the instructions to generate the shipping label. Parts over 150lbs or oversized should be shipped via a third-party shipping company of your choice. Reimbursement for third party shippers may be submitted at the same time the claim is created for labor reimbursement.

Service Information +

Claim List

Claim Entry +

Claim Correction +

Recall/Campaign Claim

Reports

Warranty Part Rtrn Req.

Open TAL Cases

Extended Warranty +

Print Shipping Labels

Ship From

Name:

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

Phone:

Ship To

Name:

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

Phone:

Number Of: (PREFERRED)

FedEx Boxes Or YRC Pallets

Claim Number: 001001217323

Additional Parts Included?

Total Estimated Weight: 16 pounds

Part Number	Part Description	Isuzu Estimated Weight (Pounds)	Box Number
8983331980	GASKET,AXLE SHAFT	0.020	1 <input type="button" value="v"/>
8983217260	SEAL,OIL,REAR AXLE	0.800	1 <input type="button" value="v"/>
8983942140	SERVICE KIT,CLEVIS PIN,MO	0.120	1 <input type="button" value="v"/>
8983946990	SERVICE KIT,BRACKET ASM,B	14.780	1 <input type="button" value="v"/>

Box Number	Isuzu Estimated Weight (Pounds)	Dealer Estimated Weight (Pounds) <input type="button" value="i"/>
1	16	16 <input type="text" value=""/>
Total	16	16

Shipment Method Selection

Carrier: Utilize YRC if return is palletized or doesn't meet FedEx guidelines.

For packages under 150 pounds (FEDEX GROUND), continue through the remaining steps.

- Print one shipping label for each box that will be shipped for that claim (shipping labels can be reprinted as necessary after the initial print).

Print Shipping Labels

Please use the button below to print the shipping labels.
Please enclose a copy of the packing list with each box which is being shipped.
Please go to www.fedex.com to schedule pickup.

<p>FROM: (480) 838-1234</p> <p>CHAPMAN ISUZU 1717 E. BASELINE ROAD TEMPE AZ 85283 US</p>	<p>SHIP DATE: 10SEP23 FACTORY: 000018 CAD: 2020230501WV043600 BILL SHIPPARTY</p>
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TO:
ISUZU WARRANTY PARTS RETURN CENTER
1600 S CLAUDINA WAY
ANAHEIM CA 92805 (US) 963486061E3
(657) 295-4011 REF: 1001473006

INV. DEPT.

TRK# 7838 0899 1030

92805

9632 0417 0 (000 000 0000) 0 00 7838 0899 1030

- Click on the "Packing List" tab above the shipping label to generate the final Packing List. Print one copy of the final Packing List for each box that will be shipped for that claim.

NOTE: Each copy of the final Packing List must include the shipping information at the bottom.

Packing List

Please use the button below to print the packing list.
Please enclose a copy of the packing list with each box which is being shipped.

Print Packing List Close Window

Dealer:
60203 CHAPMAN ISUZU

VIN: JALE5J16XM7901193

Odometer: 21704
Labor Op: J3390
Trouble Code: 37

Ship To:
ISUZU COMMERCIAL TRUCK
ATTN: WARRANTY PARTS RETURN CENTER
1600 S CLAUDINA WAY
ANAHEIM, CA 92805

Claim: 1001473686

Program: 2021MY NDIESEL PARTS
RO: 403773
R.O. Open Date: Sep 11, 2023
R.O. Close Date: Sep 13, 2023

Ln	Description	Part Number	Req	Qty	Box Number
1	CLUTCH; COOLING FAN	8981583880	1	1	Box 1 of 1

Fluids must be drained from all parts which are being returned.

Isuzu Warranty Part Return Packing List Confirmation

Please enclose this packing list along with the Repair Order and the parts listed to be returned.
If there are any questions on shipping please refer to the section titled;
"Part Preparation for Shipping" in the ISUZU Service Policies and Procedures Manual.

Carrier Name: FEDEX GROUND

Tracking Number: 783808991030 Box 1 Of 1

- Place a copy of the final Packing List, which includes the box number (more than one copy may be needed if there are multiple boxes for 1 request), into each box being returned for that claim. Finish packaging the parts.
- Properly affix shipping label(s) to the package(s) created in Step 4.
- Schedule package pick-up with the selected carrier. The carrier will deliver the packages to the Isuzu Warranty Parts Center. The status for your return will change from "Label Generated" to "In Transit".
- Monitor the status of your returned parts in the "Warranty Part Rtrn Req." section in ICS. (Refer to the "Index View of the WPR Request Screen" above.)
- When the part is received by the shipping department and the WPC, the request status will change to "Delivered".
- The delivered package will normally be processed by the WPC within 24 hours. If all parts were returned as requested, the request status will change to "Accepted". (Refer to the "Index View of the WPR Request Screen" above for other possible statuses).
- Click on "select action" and select "Create Admin Claim" to submit the claim for your administrative time to return the requested parts. A Regular claim with

Labor Operation code Z7200 will automatically be created with all necessary previous information for claim submission.

Pending Claims: 0 Claims Awaiting Auth: 0 Open WPC Requests: 0 [Print this page](#)

View Warranty Parts Return Requests

Request Status: ALL Req Date From: 11/01/2022 Req Date To: 09/19/2023 [Search](#)

Claim Num	Program	RO Num	VIN	Labor Op	Req Date	Rcvd Date	Status
001001416404	6.6L VACUUM PUMP COLLECTION	402771	2LS207774	J0240	Mar 1, 2023		Label Generate
001001413323	2023MY NGAS 6.6 PARTS COLLECTION	402646	9PS207454	J6323	Feb 18, 2023	Feb 27, 2023	Accepted
001001410607	2022MY NGAS PSI PARTS COLLECTION	402704	6NSR01256	J6380	Feb 8, 2023	Feb 14, 2023	Accepted
11409519	2021MY NDIESEL PARTS	402456	8M7300913	R4600	Feb 3, 2023	Feb 6, 2023	Accepted
001001406385	6.6L VACUUM PUMP COLLECTION	402363	4MS201931	J0240	Jan 24, 2023	Jan 27, 2023	Accepted

16. Once the claim is created, choose Base Hours and enter the labor hours used (Max 0.3 hours) and then click on Submit.

Pending Claims: 3 Claims Awaiting Auth: 1 Open WPC Requests: 0 [Print this page](#)

Regular Claim

Vin (9 Or 17 Digits): JALC4W169N7... Labor OP: Z7200 [Labor Time Guide](#)

Dealer Installed Part Claim? Non-Isuzu VIN? Trouble Code: 01 - BROKEN

R.O. No: 07W17315 Technician ID: 7036 - RAFAEL SIMO-TATIS [Technician Enrollment](#)

R.O. Open Date: 11/10/2022 Org. R.O. No:

R.O. Close Date: 11/21/2022 Org. R.O. Date:

Mileage: 15897 Failed Part: Request Authorization:

Replacement Parts		Labor Hours		Sublet Codes		TOTALS
Qty	Part Number	Labor Code	Labor Hours	Sublet Code	Sublet Amount	
		BASE HOURS	0.3			Parts Total: 0.00
						Labor Total: 0.00
						Other Total: 0.00
						Claim Total: 0.00

Supporting Documents: [Attach file](#)

No attachments found

17. Once this claim is paid, the request status will change to “completed”.